

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): NOTIFICATION OF DISRUPTION OF SERVICE

Policy #GB-11D

Rationale:

In a spirit of freedom, affirmation and celebration, members of the Renfrew County Catholic District School Board Community strive to nurture the giftedness, self-worth and potential of each individual and we reverence the dignity of the whole person, including all persons who interact with our board as customers.

When services that are normally provided to a person with a disability are temporarily unavailable such as access to an elevator, a disruption of service notice will be posted at the site and on the Renfrew County Catholic District School Board's website.

Personnel Affected by Policy:

Trustees, All Renfrew County Catholic District School Board Regular and Occasional Employees and Volunteers

Definitions/Explanation of Service Disruption:

As members of the general public, people with disabilities may rely on certain facilities, services or systems in order to access the services of the school or Board offices. Escalators and elevators, for example, are important to people with mobility disabilities because that may be the only way they can access the premises. Other systems and services designed to meet the needs of people with disabilities can include accessible washrooms, amplification systems, and note-taking or TTY services. When those facilities or services are temporarily unavailable or if they are expected to be temporarily unavailable in the near future, a notice of disruption of service is required.

Generally, disruptions to all of the Renfrew County Catholic District School Board's services, such as during a major storm or power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, a notice of the disruption should be provided.

Organizational Authority:

The Renfrew County Catholic District School Board

Regulations:

RESPONSIBILITY

Supervisory Officers, Principals, Departmental Managers and designates will ensure that the users of Renfrew County Catholic District School Board and school services are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.

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HOW MUST THE NOTICE OF DISRUPTION OF SERVICES BE PROVIDED?

Notice may be given by posting the information at a conspicuous place at or in the school. Other options that may be used include: through direct communication with users of the services in accordance with school practices.

Consideration should be given to providing notice in multiple formats.

If the disruption is planned, notice should be provided in advance of the disruption. If the notice is unplanned, notice should be provided as soon as possible after the disruption has been identified.

WHAT MUST BE INCLUDED IN NOTICE OF DISRUPTION OF SERVICES

The notice of disruption of service must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.